

Privacy notice – Health Checks Team, Public Health

Who we are?

Shropshire Council is the local government authority for Shropshire. Our address is: Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. You can contact our Data Protection Officer on: 01743 252774 or by email at: information.request@shropshire.gov.uk

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website, and also when you speak to us on the phone, contact us in writing, by email or by any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

The Health Checks team receive the following information from third parties or via third party software, online, and in verbal or written form such as:-

- Name, age, date of birth, address, ethnicity, gender, marital status, mobile and land line contact numbers, email, GP practice, smoking, alcohol and substance use status.
- We also may receive data that includes, blood pressure, height / weight, body mass index (BMI), cholesterol, kidney function, diabetes and other health related data.
- Further Information may be received on medical diagnosis, social circumstances, medication, and interaction with other agencies like Police, social services, community mental health teams, Child and Adolescent Mental Health Services (CAMHS).

This data will be accessible on general practice medical systems or similar software.

Data may be retrieved from two other IT systems, Informatica and PharmOutcomes.

Health TV / Preventive health - We process and receive payments for services provided by us via a website or third-party software.

The data provided to us is not publicly accessible.

How is your information used?

We may in line with our legal obligations share data with statutory agencies such as the Police, National Fraud Authority and social services.

We will obtain your consent to undertake any health related intervention for example:

- to provide specific treatment in relation to smoking in pregnancy
- cardiovascular health
- to generate a care or support plan to enable access to community provision through social prescribing
- to determine if referrals to outside agencies are required eg GP, NHS

We may assess individual health data relating to cardiovascular disease risk or health related risk to develop appropriate risk management plans.

With Health TV and Preventive Health we will:

- process payments or charges
- carry out our obligations arising from any contracts entered into by you and us
- notify you of changes to our service
- send you communications which you have requested and that may be of interest

We store data as set out in the Data Protection Act 2018 and will fulfil our legal obligations under the Act.

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

The data will be accessed by the Health Check staff team including administration, individual advisors and a data analyst. The data may be accessed both at the office, in General Practice, at a community venue or mobile clinics. Data that we generate may be placed onto a person's medical record in General Practice viewable by GP practice staff.

Under our legal and/or in completion of our public duty and consent the following information is shared:

Name, age, date of birth, address, ethnicity, gender, marital status, mobile and land line contact numbers, email, GP practice. smoking, alcohol and substance use status, blood pressure, height / weight, body mass index (BMI), cholesterol, kidney function, diabetes and other health related data.

This information is shared to enable effective individual person centred support services to be delivered.

Further Information may be shared on medical diagnosis, social circumstances, medication, and interaction with other agencies like police, social services, community mental health teams, Child and Adolescent Mental Health Services (CAMHS).

This data will be accessible on general practice medical systems (for example EMIS or Vision) as well as Informatic and PharmOutcomes for health monitoring purposes.

We enter data in the above systems that store data by both secure cloud based and direct access software on individual computers within our office and within community venues, mobile clinics or GP practices.

We may store data on written files secured within our office meeting our obligations under Data Protection Act 2018

We may in line with our legal obligations and/or in completion of our public duty share data with Statutory agencies, such as the Police, National Fraud Authority, social services.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you in some circumstances.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regard to how long we keep your data.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

Informatica is a third-party software that extracts individual health data from the General Practice medical record system. Upon completion, the software will advise of diagnostic risk associated with cardiovascular disease, cholesterol, diabetes, alcohol, and blood pressure risk. The software will determine if retesting or referral to a doctor is required. It will provide a time frame from referral and retesting.

The outcome may provide information that supports diagnosis, risk assessment and treatment for health-related conditions.

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
Shropshire Council,
Shirehall,
Abbey Foregate,
Shrewsbury,
SY2 6ND

By phone: 01743 252774

By email: information.request@shropshire.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

By phone: 0303 123 1113 {local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk